APPENDIX F

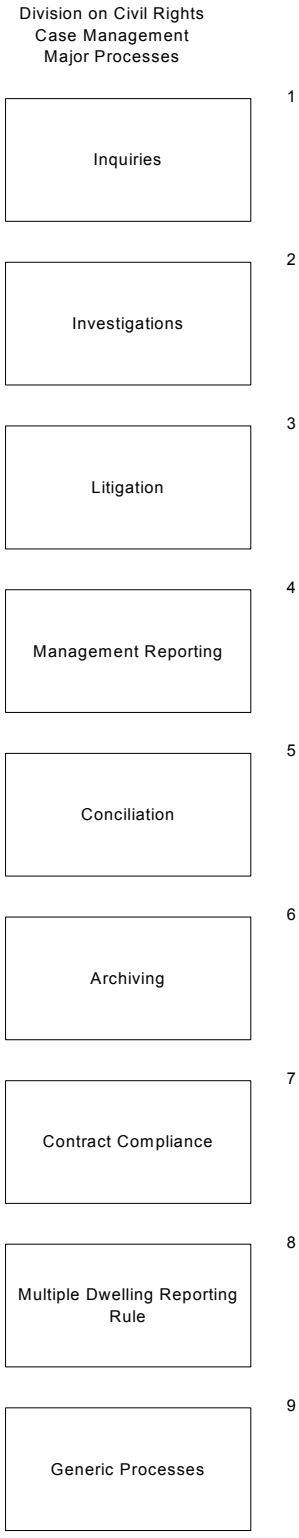
SPECIFICATION OF WORKFLOW PROCESSES

The business requirements presented in the earlier Section 3.4 have been analyzed for structure and content. Structure information plus interviews with DCR staff have been translated into the DCR organization chart presented in Section 1.2, the Logical Data Model in Appendix A, and the Workflow Model in Appendix B. The processes within the workflow have been further examined, organized and characterized into a written set of process specifications. Figure 3.12.01 lays out a diagram of the high-level DCR business processes. These high level processes are:

- Inquiries
- Investigations
- Litigation
- Management Reporting
- Conciliation
- Archiving
- Contract Compliance
- MDRR

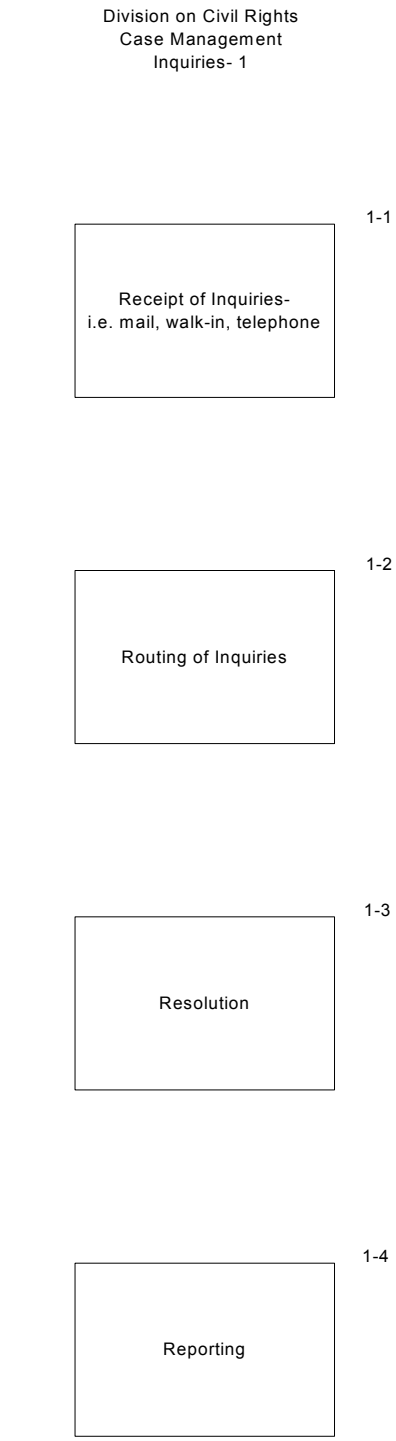
Following the high-level process diagram are diagrams that further breakdown the business processes. Finally, Table 3.12.01 lays out a tabulation of the higher-level workflow processes to be incorporated into the contemplated Case Management System. The tabulation indicates the process or sub-process number, process or sub-process name, a description of the workflow process or sub-process, and various attributes of the process.

Figure 3.12.01



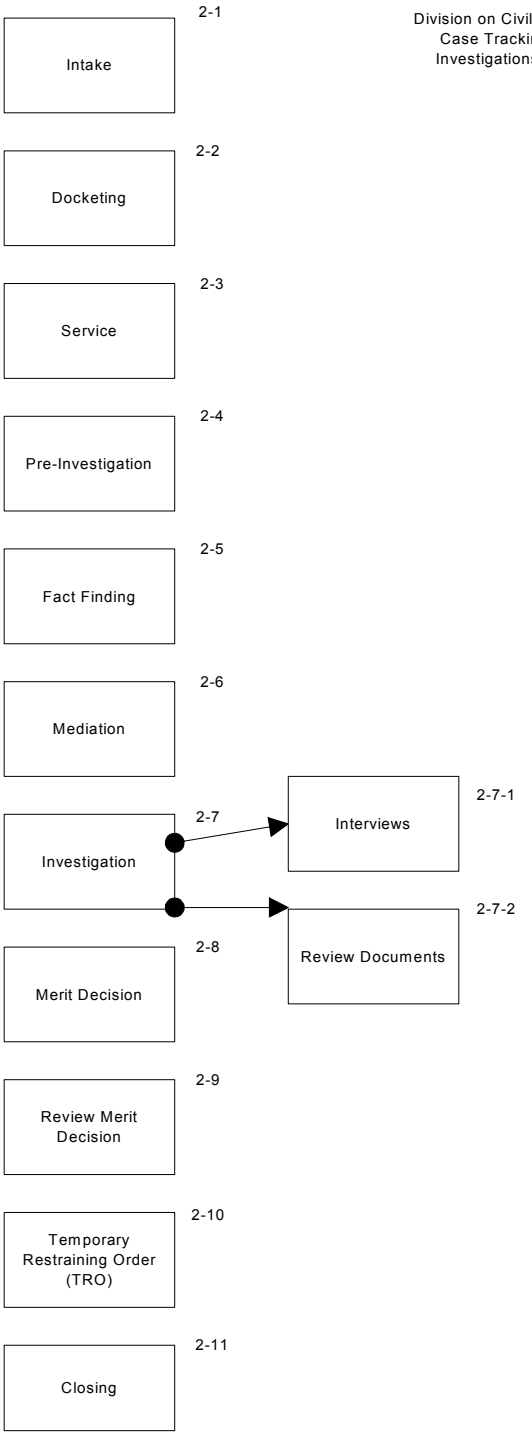
HIGH-LEVEL WORKFLOW PROCESSES

Figure 3.12.02



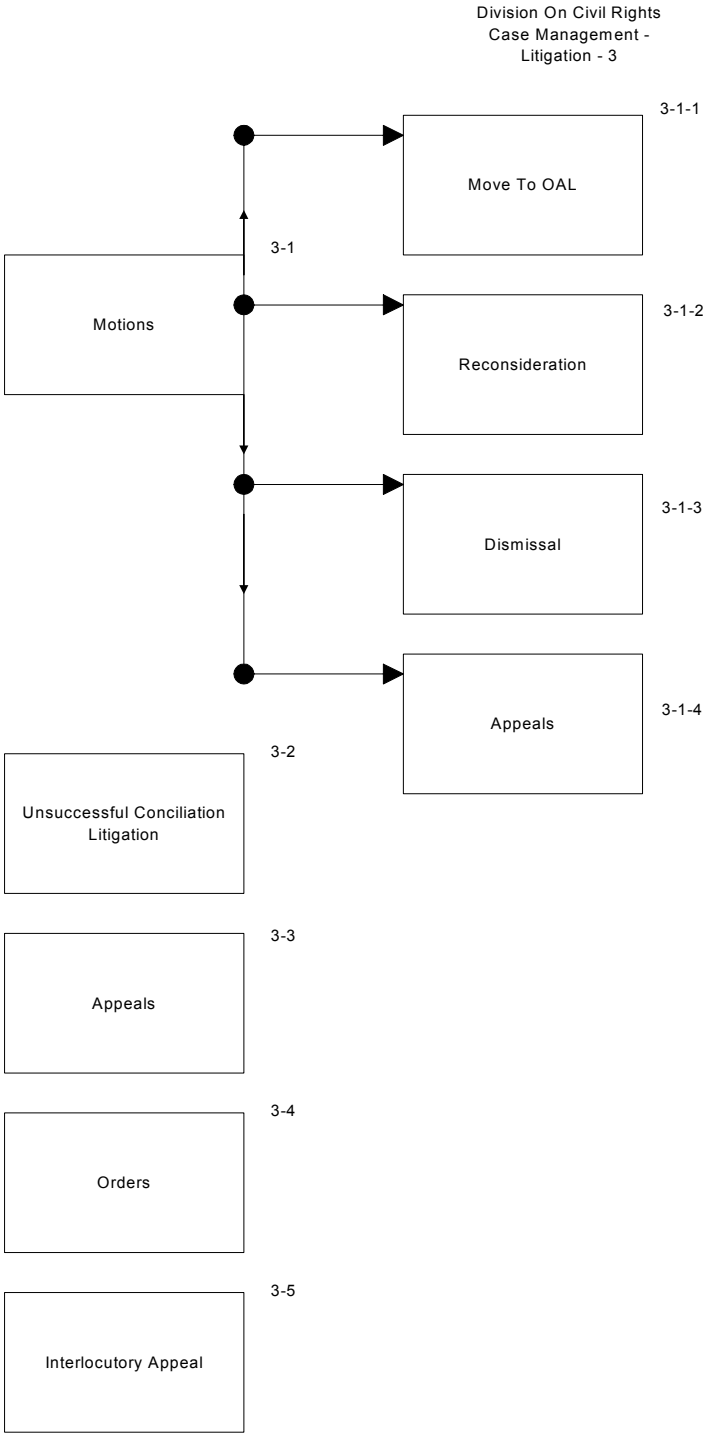
INQUIRIES
WORKFLOW SUB-PROCESSES

Figure 3.12.03



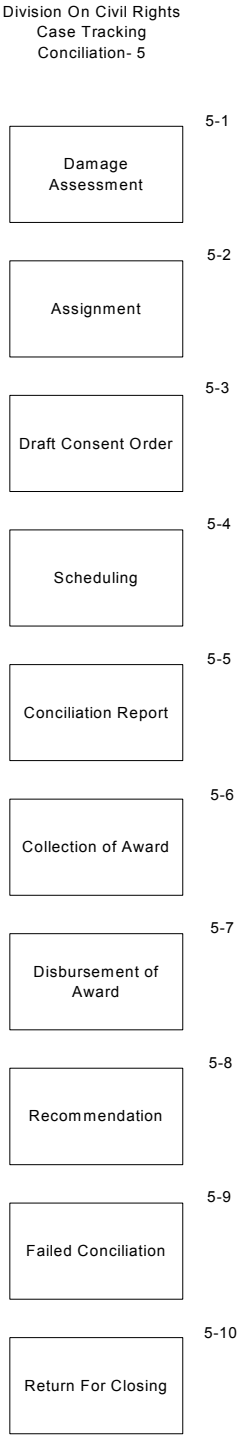
INVESTIGATIONS
WORKFLOW SUB-PROCESSES

Figure 3.12.04



LITIGATION
WORKFLOW SUB-PROCESSES

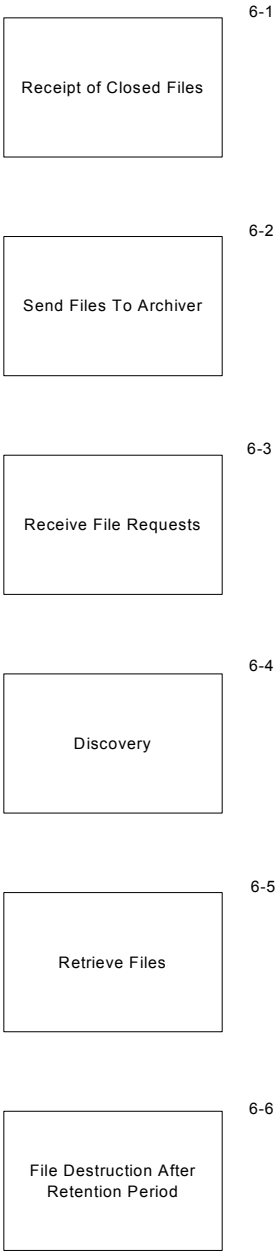
Figure 3.12.05



CONCILIATION
WORKFLOW SUB-PROCESSES

Figure 3.12.06

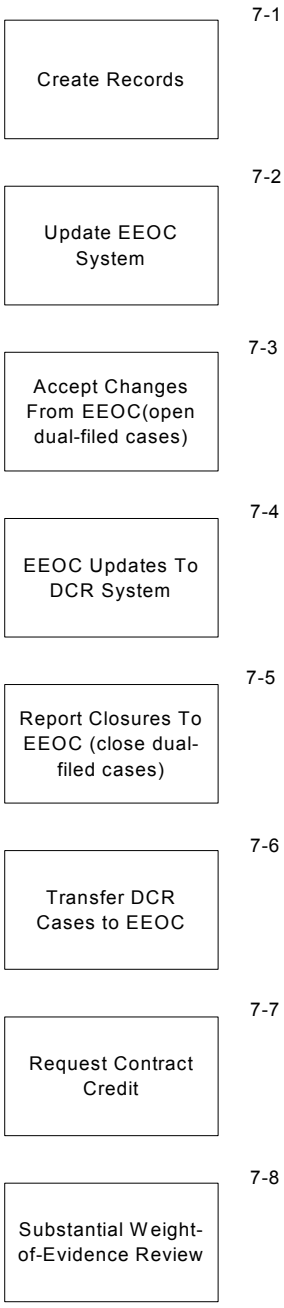
Division On Civil Rights
Case Management
Archiving - 6



ARCHIVING
WORKFLOW SUB-PROCESSES

Figure 3.12.07

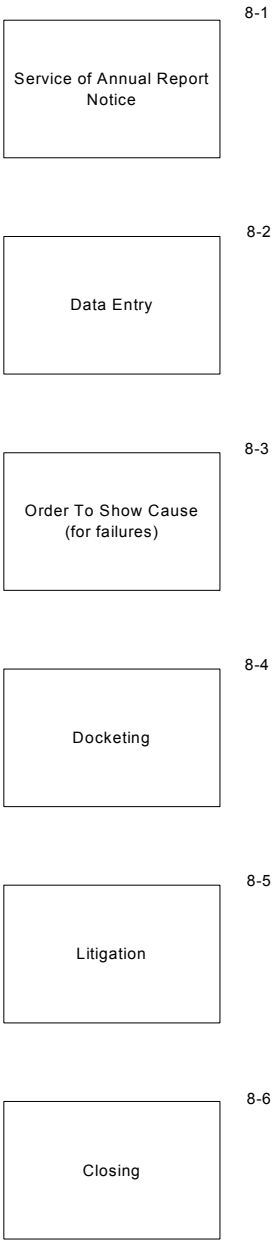
Division On Civil Rights
Case Management
Contract Compliance - 7



CONTRACT COMPLIANCE
WORKFLOW SUB-PROCESSES

Figure 3.12.08

Division On Civil Rights
Case Management
Multiple Dwelling
Reporting Rule (MDRR)-8



MULTIPLE DWELLING REPORTING RULE
WORKFLOW SUB-PROCESSES

The high-level process diagram above provided the layout of the process organization. The sub-level process diagrams above provided layouts of the next level sub-process making up the high-level processes. To better understand these processes, a table is presented below that clarifies the specifications to these sub-level processes. Table 3.12.01 tabulates actions and attributes used in both higher-level and sub-level workflow processes to be incorporated into the contemplated Case Management System. These are the essential specifications of the DCR workflow processes.

The tabulation indicates the process or sub-process activity number, process or sub-process activity name, a description of the workflow activity, and various attributes of the process. These attributes include time sensitivity, escalation, notifications, roles involved, precessor activities, successor activities, applications called, and various data and or process attributes, when applicable.

Table 3.12.01
Workflow Processes

Activity:		Receive Inquiry **Activity Id:**	01-01
Precessors:	none	**Default Expected Completion Time:**	00:00:15
Successors:	1-02		
Roles:	receptionist, intake	**Default Time Expended:**	00:00:15
Time Sensitivity:	immediate	**Notification Lag Time:**	01:00:00
		Escalation Lag Time:	03:00:00

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Inquiry name
	telephone #
calls Database	source of inquiry comm
	date time received, date
calls To Do List	time expended
	assigned employee
	basis, result, service
	remarks

Activity: Route Inquiry **Activity Id:** 01-02

Precessors: 1-01

Successors: 1-03

Roles: receptionist, intake

Time Sensitivity: immediate

Default Expected Completion Time: 00:00:15

Default Time Expended: 00:00:05

Notification Lag Time: 01:00:00

Escalation Lag Time: 03:00:00

Applications / Modules Called:

Inquiry

calls To Do List

Activity Attributes:

assigned to

Activity: Resolve Inquiry **Activity Id:** 01-03

Precessors: 1-02

Successors:

Roles: investigator

Time Sensitivity: immediate

Default Expected Completion Time: 01:00:00

Default Time Expended: 00:00:15

Notification Lag Time: 01:00:00

Escalation Lag Time: 03:00:00

Applications / Modules Called:

calls Data Entry Form:
calls Word Processing
calls Database

Activity Attributes:

Inquiry resolved by

Activity: Enter Intake Information **Activity Id:** 02-01-01

Data entry forms that capture information about complainant, respondents and unlawful discrimination

Precessors: 1-1

Default Expected Completion Time: 0

Successors: 2-1-2 or 2-1-3

Roles: Intake Investigator

Default Time Expended:

Time Sensitivity: immediate

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form: Intake Main
calls Word Processing
calls Database

Activity Attributes:

Activity: Print Intake Package **Activity Id:** 02-01-02

This action requests printing the intake documents including Verified Complaint, EEOC Form 5 charge of discrimination and all ancillary documents required prior to the complainant's signature.

Precessors: 2-1-1

Default Expected Completion Time: 0

Successors: 2-1-3 and 2-1-6

Roles: Intake Investigator

Default Time Expended:

Time Sensitivity: immediate

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form: Intake Main
calls Word Processing
calls Database

Activity Attributes:

Activity: Submit Intake Package for Approval **Activity Id:** 02-01-03

This action notifies the Intake Manager that the Intake Investigator has completed an intake package which is ready for their review for approval

Precessors: 2-1-1 , 2-1-2

Default Expected Completion Time: 0

Successors: 2-1-4

Roles: Intake investigator

Default Time Expended:

Time Sensitivity: immediate

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form: Intake Main

calls E-Mail

calls To Do List

Activity Attributes:

Activity: Intake Package Reviewed **Activity Id:** 02-01-04

This action identifies the date the intake package was reviewed by the Manager.

Precessors: 2-1-3

Default Expected Completion Time: 0

Successors: accepted: 2-1-5 rejected:

Roles: Intake Manager

Default Time Expended:

Time Sensitivity: immediate

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form:

calls Database

calls To Do List

Activity Attributes:

Action Date

Approved by

disposition(approved,

reason

Activity: Formulate Document & Information Request **Activity Id:** 02-01-06

This action defines a complete Document & Information Request.

Precessors: 2-1-2

Default Expected Completion Time: 0

Successors: 2-1-4

Roles: Intake Investigator

Default Time Expended:

Time Sensitivity: immediate

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form: Intake(D&I)
calls Word Processing
calls Database

Activity Attributes:

Activity: File Documents **Activity Id:** 02-03

Acknowledges receipt of documents and where they were placed

Precessors:

Default Expected Completion Time: 0

Successors:

Roles: any

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Source
Description
filed?

Activity: Serve Verified Complaint **Activity Id:** 02-03-01

This Action collects certified mail information used to track initial service of V.C.s to CP & RP

Precessors: 02-01-04

Default Expected Completion Time: 0

Successors:

Roles: support staff

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	CP Certified Mail #
calls Word Processing	RP Certified Mail #
calls Database	Signatory
	cp green card received
calls To Do List	rp green card received
reminder Notification	

Activity: Grant Extension **Activity Id:** 02-03-02

Precessors: 02-03-01

Default Expected Completion Time: 0

Successors: 02-04-01

Roles: regional

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	new due date
	grantee

Activity: Receive and File Answer **Activity Id:** 02-04-01

This action records the DCR Staff member and receipt date of an Explanatory Answer to a Verified Complaint, received from a respondent.

Precessors: 02-03-01

Default Expected Completion Time: 0

Successors: 02-04-02

Roles: support staff

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Received and Filed by:
	Date
calls Database	Filed
calls E-Mail	Complainant copied?
calls To Do List	

Activity: File Review **Activity Id:** 02-04-02

Review for completeness of answer and whether answer was sent to Complainant

Precessors: 02-04-01

Default Expected Completion Time: 0

Successors: 02-04-03

Roles: regional

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Notes
calls Word Processing	
calls Database	

Activity: Notify Parties of Case Assignment **Activity Id:** 02-04-03

Correspondence to parties indicating reassignment of staff to case

Precessors: 02-04-02

Default Expected Completion Time: 0

Successors:

Roles: regional

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	assigned to
calls Word Processing	
calls Database	

Activity: Notice of Appearance entered **Activity Id:** 02-04-04

Acknowledges receipt of a Letter of Appearance Notice filed by an attorney to a party in the complaint.

Precessors:

Default Expected Completion Time: 0

Successors:

Roles: support staff,

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Notice Letter Filed
	party represented
calls Database	

Activity: Schedule Mediation Conference **Activity Id:** 02-05-01

Set the Date of a Mediation Conference

Precessors: 02-04-01, 02-07

Default Expected Completion Time: 0

Successors: 02-05-02, 02-05-03,

Roles: mediator

Default Time Expended:

Time Sensitivity: immediate

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Conference Date
calls Word Processing	Conference Time
calls Database	Location
	Mediator

Activity: Reschedule Mediation Conference **Activity Id:** 02-05-02

Precessors: 02-05-02

Default Expected Completion Time: 0

Successors: 02-050-3, 02-05-04

Roles: mediator

Default Time Expended:

Time Sensitivity: immediate

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Reschedule Date
calls Word Processing	Reschedule Time
calls Database	Reschedule Location
	Mediator
	Reason for Reschedule

Activity:	Cancel/Postpone Mediation Conference	**Activity Id:**	02-05-02

Precessors: 02-05-01

Default Expected Completion Time: 0

Successors: 02-05-03, 02-05-04

Roles: mediator

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Reschedule Mediation
calls Word Processing	Reason
calls Database	

Activity:	Mediation Conference Report	**Activity Id:**	02-05-04

Precessors: 02-05-01, 02-05-03

Default Expected Completion Time: 0

Successors: successful: -2-05-05,

Roles: mediator

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Mediation Successful
calls Word Processing	Award type (LOV)
calls Database	Award Amount

Activity: Draft Mediation Agreement **Activity Id:** 02-05-05

Precessors: 02-05-04

Default Expected Completion Time: 0

Successors: 02-12, -5-06-01, monetary

Roles: mediator

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Word Processing
calls Database

Activity Attributes:

Activity: Purge Unsuccessful Mediation **Activity Id:** 02-05-06

Precessors:

Default Expected Completion Time: 0

Successors:

Roles: mediator

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity: Schedule Fact-Finding Conference **Activity Id:** 02-06-01

Precessors: 02-04-01, 02-04-03
Default Expected Completion Time: 0
Successors: 02-06-02,02-06-03,02-06-0
Default Time Expended:
Roles: regional
Notification Lag Time: 0
Time Sensitivity: immediate
Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Date
calls Word Processing	Time
calls Database	Location
	Investigation
	Signatory

Activity: Reschedule Fact Finding Conference **Activity Id:** 02-06-02

Precessors: 02-06-03
Default Expected Completion Time: 0
Successors: 02-06-04,02-06-03
Default Time Expended:
Roles: investigator,
Notification Lag Time: 0
Time Sensitivity: immediate
Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Reschedule Date
calls Word Processing	Reschedule Time
calls Database	Reschedule Location
calls E-Mail	Fact Finder
calls To Do List	Signatory
	Reason for reschedule

Activity: Cancel/postpone Fact Finding Conference **Activity Id:** 02-06-03

Precessors: 02-06-01

Default Expected Completion Time: 0

Successors: 02-06-03, 02-06-04

Roles: regional

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Reschedule
calls Word Processing	Reason
calls Database	
calls To Do List	

Activity: Fact Finding Conference Report **Activity Id:** 02-06-04

Precessors: 02-06-01, 02-06-03

Default Expected Completion Time: 0

Successors:

Roles: investigator

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Date Held
calls Word Processing	Result
calls Database	

Activity:	Draft Negotiated Settlement Agreement	**Activity Id:**	02-06-05
Precessors: 02-06-04	**Default Expected Completion Time:** 0		
Successors: 02-12, 05-06-01			
Roles: investigator	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:** 0		
	Escalation Lag Time:		

Applications / Modules Called:

calls Word Processing

Activity Attributes:

Activity:	Draft Satisfactory Adjustment Docs	**Activity Id:**	02-06-06
Precessors: 02-06-04	**Default Expected Completion Time:** 0		
Successors: 02-12, 05-06-01			
Roles: investigator	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:** 0		
	Escalation Lag Time:		

Applications / Modules Called:

calls Word Processing

Activity Attributes:

Activity: Issue Merit Decision **Activity Id:** 02-07

This action occurs when the Director has given final approval to a finding

Precessors:

Successors:

Roles: Director

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form:

calls Database

calls To Do List

Activity Attributes:

type(LOV): FPC, NPC,

Activity: Return for additional investigation **Activity Id:** 02-07

Precessors:

Successors:

Roles:supervisor/manager

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity: Investigative Interview **Activity Id:** 02-07-01

Precessors:

Successors:

Roles: investigator

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:
Reason For Interview
Person Interviewed
Place Interviewed
Interview Completed
Notes

Activity: Draft Investigative Plan **Activity Id:** 02-07-02

Precessors:

Successors: 02-07-03

Roles: investigator

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:
calls Data Entry Form:
calls Word Processing
calls Database
calls E-Mail
calls To Do List

Activity Attributes:
date
projected completion

Activity: Approve Investigative Plan **Activity Id:** 02-07-03

Precessors: 02-07-02

Default Expected Completion Time: 0

Successors:

Roles: supervisor/manager

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	assigned completion date
calls Word Processing	instructions
calls Database	
calls E-Mail	
calls To Do List	

Activity: Case Audit **Activity Id:** 02-07-04

Precessors:

Default Expected Completion Time: 90 d

Successors:

Roles: supervisor/manager

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	date
calls Word Processing	reason
calls Database	recommendation

Activity: Prepare Merit Decision **Activity Id:** 02-08

Precessors:

Default Expected Completion Time: 0

Successors: 04-05-01,03,05

Roles: investigator

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form:
calls Word Processing
calls Database
calls E-Mail
calls To Do List

Activity Attributes:

type(LOV): FPC, NPC,

Activity: Forward for review **Activity Id:** 02-09

possible consolidation

Precessors:

Default Expected Completion Time: 0

Successors:

Roles: any

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity:	Request Temporary Restraining Order	**Activity Id:**	02-10
Precessors:	**Default Expected Completion Time:** 0		
Successors:			
Roles: supervisor/manager	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:** 0		
	Escalation Lag Time:		

Applications / Modules Called:

Activity Attributes:

Activity:	Forward closing package to EEOC Coordinator	**Activity Id:**	02-12
Precessors:	**Default Expected Completion Time:** 0		
Successors:			
Roles: support staff	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:** 0		
	Escalation Lag Time:		

Applications / Modules Called:

Activity Attributes:

Activity: Approve Closing **Activity Id:** 02-12-01

Precessors: 2-09, 9-12-02

Default Expected Completion Time: 0

Successors:

Roles: supervisor/manager

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

type of closing (LOV)
type of monetary
amount of monetary
hours expended

Activity: Serve Closing **Activity Id:** 02-12-02

Precessors:

Default Expected Completion Time: 0

Successors:

Roles: support staff

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity: Forward Closed File **Activity Id:** 02-13

Precessors:

Successors: 6-01

Roles: support staff

Time Sensitivity: immediate

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity: Receive Motion **Activity Id:** 03-01

Precessors:

Successors:

Roles: any user

Time Sensitivity:

Default Expected Completion Time:

Default Time Expended:

Notification Lag Time:

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity:		Forward Motion **Activity Id:**	03-02
Precessors:	**Default Expected Completion Time:**		
Successors:			
Roles: any user	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:**		
	Escalation Lag Time:		
Applications / Modules Called:		**Activity Attributes:**	

Activity:		Review Motion **Activity Id:**	03-03
Precessors:	**Default Expected Completion Time:**		
Successors:			
Roles: BOP Staff	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:**		
	Escalation Lag Time:		
Applications / Modules Called:		**Activity Attributes:**	

Activity:		Motion Ruling	**Activity Id:** 03-04
Precessors:	**Default Expected Completion Time:**		
Successors:			
Roles: BOP Staff	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:**		
	Escalation Lag Time:		
Applications / Modules Called:	**Activity Attributes:**		

Activity:		Management Reporting	**Activity Id:** 04-01
Precessors:	**Default Expected Completion Time:**		
Successors:			
Roles: MIS	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:**		
	Escalation Lag Time:		
Applications / Modules Called:	**Activity Attributes:**		

Activity: Report Inquiry **Activity Id:** 04-01-01

This is a monthly reporting process

Precessors:

Default Expected Completion Time: 0

Successors:

Roles: MIS

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity: Serve Finding of Probable Cause **Activity Id:** 05-01

Precessors: 05-02

Default Expected Completion Time: 0

Successors: 05-03-02,03,05

Roles: Conciliator

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form:
calls Word Processing
calls Database

Activity Attributes:

service date

Activity:	Calculate Damages	**Activity Id:**	05-01
Precessors:	02-07-01, 02-09-01 (fpc or	**Default Expected Completion Time:**	0
Successors:			
Roles:	Conciliator	**Default Time Expended:**	
		Notification Lag Time:	0
Time Sensitivity:			
		Escalation Lag Time:	

Applications / Modules Called:

calls Data Entry Form:
calls Word Processing
calls Database

Activity Attributes:

Activity:	Draft Consent Order & Decree	**Activity Id:**	05-02
Precessors:	05-01	**Default Expected Completion Time:**	0
Successors:	05-04		
Roles:	Conciliator	**Default Time Expended:**	
		Notification Lag Time:	0
Time Sensitivity:			
		Escalation Lag Time:	

Applications / Modules Called:

calls Word Processing
calls E-Mail
calls To Do List

Activity Attributes:

Activity:	Schedule Conciliation Conference	**Activity Id:**	05-03-01

Precessors: 05-02

Successors: 05-05

Roles: Conciliator

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	date
	time
calls Database	location
	conciliator

Activity:	Reschedule Conciliation Conference	**Activity Id:**	05-03-02

Precessors: 05-03-01

Successors:

Roles: Conciliator

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	date
calls Word Processing	time
calls Database	location
	conciliator
	reason

Activity:	Cancel Conciliation Conference	**Activity Id:**	05-03-03

Precessors: 05-03-01

Successors: 05-05

Roles: Conciliator

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	date
calls Word Processing	canceling party
calls Database	reason

Activity:	Conciliation Report	**Activity Id:**	05-05

Precessors: 05-03-01, 05-03-03

Successors:

Roles: Conciliator

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	result
calls Word Processing	
calls Database	

Activity: Receive Closed File **Activity Id:** 06-01

Acknowledge Receipt of a closed file from the closing/forwarding unit

Precessors: 2-13

Default Expected Completion Time: 0

Successors:

Roles: Archivist

Default Time Expended:

Time Sensitivity: 5 days

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity: Archive File **Activity Id:** 06-02

Precessors:

Default Expected Completion Time: 0

Successors:

Roles: Archivist

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity:	Receive File Requests	**Activity Id:**	06-03
Precessors:	**Default Expected Completion Time:**	0	
Successors:			
Roles: any user	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:**	0	
	Escalation Lag Time:		

Applications / Modules Called:

Activity Attributes:

Activity:	Retrieve Files	**Activity Id:**	06-04
Precessors:	**Default Expected Completion Time:**	0	
Successors:			
Roles: Archivist	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:**	0	
	Escalation Lag Time:		

Applications / Modules Called:

Activity Attributes:

Activity: Destroy Files **Activity Id:** 06-05

Precessors:

Successors:

Roles: Archivist

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity: Discovery **Activity Id:** 06-06

Precessors:

Successors:

Roles: Discovery

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity: Serve Annual MDRR Report **Activity Id:** 08-01

This activity begins the annual cycle of the MDRR reporting period

Precessors:

Default Expected Completion Time:

Successors:

Default Time Expended:

Roles: MDRR Unit

Notification Lag Time:

Time Sensitivity: immediate

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form:

calls Word Processing

calls Database

Activity Attributes:

Activity: MDRR Annual Report Data Entry **Activity Id:** 08-02

Records annual survey results returned by complexes in compliance

Precessors: 08-01

Default Expected Completion Time: 90 d

Successors:

Default Time Expended:

Roles:

Notification Lag Time:

Time Sensitivity:

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form: MDRR Annual Report

calls Database

Activity Attributes:

Activity: Telephone Contact **Activity Id:** 09-01

Generic

Precessors:

Successors:

Roles: any user

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Date
calls Word Processing	Person Contacted
calls Database	Reason
	Notes

Activity: Draft Custom Letter **Activity Id:** 09-02

Allows for production of free form text correspondence from using a blank letterhead template

Precessors:

Successors:

Roles: any user

Time Sensitivity:

Default Expected Completion Time:

Default Time Expended:

Notification Lag Time:

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
	letter description
calls Word Processing	reason

Activity:	Forward for Director's signature	**Activity Id:**	09-02
Generic			
Precessors:	**Default Expected Completion Time:**	0	
Successors:			
Roles: any user	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:**	0	
	Escalation Lag Time:		

Applications / Modules Called:

calls E-Mail
calls To Do List

Activity Attributes:

spawning activity (

Activity:	MDRR Order to Show Cause	**Activity Id:**	09-03
Precessors:	**Default Expected Completion Time:**	30 d	
Successors:			
Roles:	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:**		
	Escalation Lag Time:		

Applications / Modules Called:

calls Word Processing
calls Database

Activity Attributes:

Activity: Issue Delinquency Notices **Activity Id:** 09-03

Reminder notice for non-compliant complexes

Precessors:

Default Expected Completion Time:

Successors:

Roles:

Default Time Expended:

Time Sensitivity:

Notification Lag Time:

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity: update name/address **Activity Id:** 09-04

Allows for adding and updating names addresses and telephone numbers

Precessors:

Default Expected Completion Time:

Successors:

Roles: any user

Default Time Expended:

Time Sensitivity:

Notification Lag Time:

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form:

Activity Attributes:

begin date

end date

Activity: MDRR Penalty Assessment **Activity Id:** 09-04

Non-compliant complexes are identified as Respondent, cases are docketed and Verified Complaint and Penalty notices are forwarded to complexes

Precessors: 09-03

Default Expected Completion Time:

Successors: 02-01-04

Roles:

Default Time Expended:

Time Sensitivity:

Notification Lag Time:

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	
calls Word Processing	
calls Database	

Activity: Case Assigned To **Activity Id:** 09-05-01

The activity of transferring physical custody of a case file and accountability for case processing

Precessors:

Default Expected Completion Time: 0

Successors: 09-05-02

Roles: supervisor/manager

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Recipient
	File Sent
calls Database	File Description(# of
calls E-Mail	Reason
calls To Do List	

Activity: Case Received **Activity Id:** 09-05-02

The acknowledgement of receipt of physical custody of a case file and accountability for case processing

Precessors: 09-05-01

Default Expected Completion Time: 0

Successors:

Roles: any user

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	
calls Database	File Description(# of

Activity: Accountability Assigned to **Activity Id:** 09-05-03

This action is used to transfer case accountability to another DCR Staff Member for continued processing.

Precessors: 02-01, 02-04-02

Default Expected Completion Time: 3

Successors: 09-05-04

Roles: any user

Default Time Expended: 12:15:00 AM

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time: 3

Applications / Modules Called:	**Activity Attributes:**	
calls Data Entry Form:	assignment/transfer	Assigned to
calls Word Processing	File Sent	
calls Database	File Description(# of	
calls E-Mail	Reason	
calls To Do List		

Activity: Accountability Acknowledged **Activity Id:** 09-05-04

This action is used to acknowledge accountability of a DCR Staff member for continued processing of the case.

Precessors: 09-05-03

Default Expected Completion Time: 3

Successors:

Roles: any user

Default Time Expended: 12:15:00 AM

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time: 3

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	File received
calls Database	File Description(# of

Activity: File Transferred To **Activity Id:** 09-05-05

The activity of transferring physical custody of a case file

Precessors:

Default Expected Completion Time: 0

Successors: 09-05-06

Roles:supervisor/manager

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Recipient
	File Sent
calls Database	File Description(# of
calls E-Mail	Reason
calls To Do List	

Activity: File Received **Activity Id:** 09-05-06

The acknowledgement of receiving physical custody of a case file

Precessors: 09-05-05

Default Expected Completion Time: 0

Successors:

Roles: any user

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	
calls Database	File Description(# of

Activity: Draft Subpoena **Activity Id:** 09-06

Precessors:

Default Expected Completion Time: 0

Successors: 09-02

Roles: investigator/super

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	type of Subpoena
calls Word Processing	Party Subpoenaed
calls Database	

Activity: Obtain Affidavit **Activity Id:** 09-07

Precessors:

Successors:

Roles: investigator/super

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Word Processing

Activity Attributes:

Activity: Conduct Field Visit **Activity Id:** 09-08

Precessors:

Successors:

Roles: investigator

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form:
calls Word Processing
calls Database

Activity Attributes:

date
time
place
reason
result(RECOMMENDATI
notes

Activity: Send Correspondence **Activity Id:** 09-09

This generic action allows the user to request the printing of any document not directly associated with and/or produced as a result of a specific activity/process

Precessors: any

Successors: any

Roles: any user

Time Sensitivity: immediate

Default Expected Completion Time:

Default Time Expended:

Notification Lag Time:

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	form number
calls Word Processing	reason
calls Database	

Activity: Correspondence Acknowledged **Activity Id:** 09-10-01

This action records contact from outside party

Precessors: 09-09

Successors:

Roles: any user

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Cp Contacted Division
	Date of Contact
calls Database	Method of Contact

Activity:	Forward Correspondence	**Activity Id:**	09-10-02
Precessors:	**Default Expected Completion Time:**		
Successors:			
Roles: any user	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:**		
	Escalation Lag Time:		

Applications / Modules Called:

calls To Do List

Activity Attributes:

Activity:	Collect Damage Information	**Activity Id:**	09-11
Precessors:	**Default Expected Completion Time:**	every 30 days	
Successors:			
Roles: investigator/super	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:**	0	
	Escalation Lag Time:		

Applications / Modules Called:

calls Data Entry Form:

calls Database

Activity Attributes:

Activity: Receive Monetary Awards **Activity Id:** 09-12-01

Precessors: 02-06-05

Default Expected Completion Time: 0

Successors: 09-12-02

Roles: any user

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form:

calls Database

Activity Attributes:

amount

Activity: Disburse Monetary Award **Activity Id:** 09-12-02

Precessors: 09-12-01

Default Expected Completion Time: 0

Successors:

Roles: any user

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form:

calls Word Processing

calls Database

Activity Attributes:

Activity: Generic Actions **Activity Id:** 10-00

Precessors:

Successors:

Roles: any user

Time Sensitivity:

Default Expected Completion Time:

Default Time Expended:

Notification Lag Time:

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity: Add/Update Involved Party Information **Activity Id:** 10-02

Precessors: any

Successors: any

Roles: any user

Time Sensitivity:

Default Expected Completion Time:

Default Time Expended:

Notification Lag Time:

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form: Add/Update Involved

calls Database

Activity Attributes:

Activity:	Hearing and Order closing	**Activity Id:**	collapse
Precessors:	**Default Expected Completion Time:** 0		
Successors:			
Roles: supervisor/manager	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:** 0		
	Escalation Lag Time:		
Applications / Modules Called:	**Activity Attributes:**		

Activity:	Satisfactory Adjustment/Withdrawn by Complainant Closing	**Activity Id:**	collapse
Precessors:	**Default Expected Completion Time:** 0		
Successors:			
Roles: supervisor/manager	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:** 0		
	Escalation Lag Time:		
Applications / Modules Called:	**Activity Attributes:**		

Activity:	Consent Order and Decree Closing	**Activity Id:**	collapse
Precessors:	**Default Expected Completion Time:** 0		
Successors:			
Roles: supervisor/manager	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:** 0		
	Escalation Lag Time:		
Applications / Modules Called:	**Activity Attributes:**		

Activity:	No Jurisdiction Closing	**Activity Id:**	collapse
Precessors:	**Default Expected Completion Time:** 0		
Successors:			
Roles: supervisor/manager	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:** 0		
	Escalation Lag Time:		
Applications / Modules Called:	**Activity Attributes:**		

Activity:	Negotiated Settlement Closing	**Activity Id:**	collapse
Precessors:	**Default Expected Completion Time:** 0		
Successors:			
Roles: supervisor/manager	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:** 0		
	Escalation Lag Time:		

Applications / Modules Called:

Activity Attributes:

Activity:	Withdrawn from OAL as a condition of settlement closing	**Activity Id:**	collapse
Precessors:	**Default Expected Completion Time:** 0		
Successors:			
Roles: supervisor/manager	**Default Time Expended:**		
Time Sensitivity:	**Notification Lag Time:** 0		
	Escalation Lag Time:		

Applications / Modules Called:

Activity Attributes:

Activity:	Waived to EEOC closing	**Activity Id:**	collapse

Precessors:

Successors:

Roles: supervisor/manager

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity:	Uncooperative/Unavailable Closing	**Activity Id:**	collapse

Precessors:

Successors:

Roles: supervisor/manager

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity:	Hearing dismissed closing	**Activity Id:**	collapse

Precessors:
Successors:
Roles: supervisor/manager
Time Sensitivity:

Default Expected Completion Time: 0
Default Time Expended:
Notification Lag Time: 0
Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Activity:	Contact Uncooperative Complainant	**Activity Id:**	collapse

Consolidated into Send Correspondence 09-09 Send Complainant a "Failure to Cooperate Letter"

Precessors:
Successors:
Roles: investigator
Time Sensitivity:

Default Expected Completion Time: 0
Default Time Expended:
Notification Lag Time: 0
Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:
CP contacted INV
date of contact
other contact

Activity: Contact Unavailable Complainant **Activity Id:** collapse

Consolidated into Send Correspondence 09-09 Send Complainant a "Unable to Locate Letter"

Precessors:

Successors:

Roles: investigator

Time Sensitivity:

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

CP contacted INV
date of contact
other contact

Activity: Forward Approved Intake Package **Activity Id:** collapsed

This action alerts the receiving unit that an approved Intake package is being forwarded for additional processing

Precessors: 2-1-4

Successors: 2-2

Roles: Intake Manager

Time Sensitivity: immediate

Default Expected Completion Time: 0

Default Time Expended:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls E-Mail
calls To Do List

Activity Attributes:

receiving unit

Activity:	Complaint Receipt Acknowledged- Respondent	**Activity Id:**	collapsed

Acknowledges receipt of the Verified Complaint Package by the named Respondent.

Precessors: 02-03-01

Default Expected Completion Time: 0

Successors:

Roles: support staff

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Green Card (RRR) Filed?
	Other Contact
calls Database	e

Activity:	Complaint Receipt Acknowledged- Complainant	**Activity Id:**	collapsed

Acknowledges receipt of the Verified Complaint Package by the named Complainant.

Precessors: 02-03-01

Default Expected Completion Time: 0

Successors:

Roles: support staff

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:	**Activity Attributes:**
calls Data Entry Form:	Green Card (RRR) Filed?
	Other Contact
calls Database	

Activity: Return to Intake Investigator **Activity Id:** collapsed

Precessors: 2-1-4

Default Expected Completion Time: 0

Successors:

Roles: supervisor/manager

Default Time Expended:

Time Sensitivity: immediate

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

calls Data Entry Form:

calls Database

calls To Do List

Activity Attributes:

reason

Activity: Docket Case **Activity Id:** collapsed

This activity become imbedded in 02-01-04," Review intake Package", if approved

Precessors:

Default Expected Completion Time: 0

Successors: No

Roles: supervisor/manager

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes:

Assigned Unit

Assigned Investigator

Docket Date

Activity: Obtain Medical Release **Activity Id:** collapsed

This action requests the printing of a form, requiring complainant's signature, which authorizes complainant's medical providers to release information to the Division.

Precessors: 0

Default Expected Completion Time: 0

Successors: No

Roles: investigator/super

Default Time Expended:

Time Sensitivity:

Notification Lag Time: 0

Escalation Lag Time:

Applications / Modules Called:

Activity Attributes: